

In the Claims:

Please amend the claims as indicated below.

1. (currently amended) A method, embodied in at least one computer system, for processing a received call, comprising:

routing, by said at least computer system, the received call to an agent;

detecting a change of mode event prior to termination of said received call, wherein said change of mode event comprises detecting a signal generated responsive to detecting an action taken by said agent;

responsive to said detecting said change of mode event, entering a muted command mode during which a caller of said call is prevented from hearing said agent speaking;

receiving, during said muted command mode and prior to termination of said received call, at least one call description voice command from said agent; ~~and~~

storing at least one activity code associated with said at least one call description voice command in a data record associated with said received call in a database of call records associated with received calls, wherein said at least one activity code describes said received call, and wherein said activity code is associated with one of a plurality of time periods occurring during said received call, wherein said activity code is one of a plurality of activity codes stored during said received call, each of said plurality of activity codes associated with a respective one of said plurality of time periods occurring during said received call; and

generating a report including statistics indicating percentages of call time being used for specific activities responsive to said associations between said activity codes and said time periods occurring during said received call.

2. (previously presented) The method of claim 1, wherein said change of mode event comprises detecting a voice command spoken by said agent prior to termination of said received call.

3. (original) The method of claim 1, wherein said change of mode event comprises detection of a signal from a manual interface mechanism on a telephone headset associated with said agent.

4. (canceled)

5. (canceled)

6. (original) The method of claim 1, wherein said activity code indicates that a sale occurred during said call.

7. (currently amended) The method if claim 1, wherein said activity code indicates an identity of said caller of a calling party involved in said call.

8. (original) The method of claim 1, further comprising:

receiving an agent status voice command from said agent; and

changing an internal status of said agent responsive to said agent status voice command, wherein said internal status determines at least in part the availability of said agent to receive calls.

9. (original) The method of claim 8, wherein said agent status voice command indicates that said agent is logging off the system, and further comprising logging said agent off the system in response to said agent status voice command.

10. (original) The method of claim 8, wherein said agent status voice command indicates that said agent is temporarily unavailable to receive calls, and further comprising making said agent temporarily unavailable to receive calls in response to said agent status command.

11. (original) The method of claim 8, wherein said agent status voice command indicates that said agent is available to receive calls, and further comprising making said agent available to receive calls in response to said agent status command.

12. (original) The method of claim 1, further comprising generating at least one report describing a plurality of received calls, wherein said report is based at least in part on said data record associated with said received call, and wherein said report reflects said activity code.

13. (currently amended) A computer system for processing a received call, comprising:

a call receiving logic module for~~operable to~~ routing the received call to an agent; and

a voice recognition logic module for~~operable to~~

detecting a change of mode event prior to termination of said received call,
wherein said change of mode event comprises detecting a signal generated responsive to
detecting an action taken by said agent,

responsive to said change of mode event being detected, entering a muted
command mode during which a caller of said call is prevented from hearing said agent
speaking,

~~receiving~~receive, during said muted command mode and prior to termination of
said received call, at least one call description voice command from said agent, ~~and~~

~~storing~~store at least one activity code associated with said at least one call
description voice command in a data record associated with said received call in a
database of call records associated with received calls, wherein said at least one activity
code describes said received call, and wherein said activity code is associated with one of
a plurality of time periods occurring during said received call, wherein said activity code
is one of a plurality of activity codes stored during said received call, each of said
plurality of activity codes associated with a respective one of said plurality of time
periods occurring during said received call; and

generating a report including statistics indicating percentages of call time being
used for specific activities responsive to said associations between said activity codes and
said time periods occurring during said received call.

14. (previously presented) The system of claim 13, wherein said change of mode event comprises
detecting a voice command spoken by said agent prior to termination of said received call.

15. (original) The system of claim 13, wherein said change of mode event comprises detection of a signal from a manual interface mechanism on a telephone headset associated with said agent.

16. (canceled)

17. (canceled)

18. (original) The system of claim 13, wherein said activity code indicates that a sale occurred during said call.

19. (currently amended) The system of claim 13, wherein said activity code indicates an identity of said caller ~~a calling party involved in~~ of said call.

20. (currently amended) The system of claim 13, wherein said voice recognition logic is further ~~for~~ operable to:

receiving~~receive~~ an agent status voice command from said agent; and

changing~~change~~ an internal status of said agent responsive to said agent status voice command, wherein said internal status determines at least in part the availability of said agent to receive calls.

21. (original) The system of claim 20, wherein said agent status voice command indicates that said agent is logging off the system, and wherein said voice recognition logic is further operable to log said agent off in response to said agent status voice command.

22. (original) The system of claim 20, wherein said agent status voice command indicates that said agent is temporarily unavailable to receive calls, and wherein said voice recognition logic is further operable to make said agent temporarily unavailable to receive calls in response to said agent status voice command.

23. (original) The system of claim 20, wherein said agent status voice command indicates that said agent is available to receive calls, and wherein said voice recognition logic is further operable to make said agent available to receive calls in response to said agent status voice command.

24. (original) The system of claim 13, further comprising report logic operable to generate at least one report describing a plurality of received calls, wherein said report is based at least in part on said data record associated with said received call, and wherein said report reflects said activity code.

25. (currently amended) A system for processing a received call, comprising:

means for routing the received call to an agent;

means for detecting a change of mode event prior to termination of said received call,

wherein said change of mode event comprises detecting a signal generated responsive to detecting an action taken by said agent;

means, responsive to said detecting said change of mode event, for entering a muted command mode during which a caller of said call is prevented from hearing said agent speaking;

means for receiving, during said muted command mode and prior to termination of said received call, at least one call description voice command from said agent; ~~and~~

means for storing at least one activity code associated with said at least one call description voice command in a data record associated with said received call in a database of call records associated with received calls, wherein said at least one activity code describes said received call, and wherein said activity code is associated with one of a plurality of time periods occurring during said received call, wherein said activity code is one of a plurality of activity codes stored during said received call, each of said plurality of activity codes associated with a respective one of said plurality of time periods occurring during said received call; and

means for generating a report including statistics indicating percentages of call time being used for specific activities responsive to said associations between said activity codes and said time periods occurring during said received call.

Please add the following new claims:

26. (new) The method of claim 1, further comprising:

generating a bill charging for said received call by time period responsive to said associations between said activity codes and said time periods occurring during said received call.

27. (new) The system of claim 13, further comprising:

reporting logic for generating a bill charging for said received call by time period responsive to said associations between said activity codes and said time periods occurring during said received call.